



Patent  
Attorney Docket No. 1025000-000073

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

Thomas Howard Bateman et al.

Group Art Unit: 2116

Application No.: 10/663,740

Examiner: STEFAN STOYNOV

Filing Date: September 17, 2003

Confirmation No.: 2659

Title: METHOD AND SYSTEM FOR COORDINATING DATA AND VOICE COMMUNICATIONS VIA  
CUSTOMER CONTACT CHANNEL CHANGING SYSTEM

AMENDMENT/REPLY TRANSMITTAL LETTER

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Enclosed is a reply for the above-identified patent application.

- A Petition for Extension of Time is also enclosed.  
 Terminal Disclaimer(s) and the  \$65.00 (2814)  \$130.00 (1814) fee per Disclaimer due under 37 C.F.R. § 1.20(d) are also enclosed.  
 Also enclosed is/are an Interview Summary

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- Small entity status is hereby claimed.  
 Applicant(s) requests continued examination under 37 C.F.R. § 1.114 and enclose the  \$395.00 (2801)  \$790.00 (1801) fee due under 37 C.F.R. § 1.17(e).  
 Applicant(s) requests that any previously unentered after final amendments not be entered. Continued examination is requested based on the enclosed documents identified above.  
 Applicant(s) previously submitted \_\_\_\_\_

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on \_\_\_\_\_  
for which continued examination is requested.

- Applicant(s) requests suspension of action by the Office until at least \_\_\_\_\_, which does not exceed three months from the filing of this RCE, in accordance with 37 C.F.R. § 1.103(c). The required fee under 37 C.F.R. § 1.17(i) is enclosed.  
 A Request for Entry and Consideration of Submission under 37 C.F.R. § 1.129(a) (1809/2809) is also enclosed.

- No additional claim fee is required.
- An additional claim fee is required, and is calculated as shown below.

<b>AMENDED CLAIMS</b>					
	No. of Claims	Highest No. of Claims Previously Paid For	Extra Claims	Rate	Additional Fee
Total Claims		MINUS =	0	x \$50.00 (1202) =	\$ 0.00
Independent Claims		MINUS =	0	x \$200.00 (1201) =	\$ 0.00
If Amendment adds multiple dependent claims, add \$360.00 (1203)					
Total Claim Amendment Fee					
<input type="checkbox"/> Small Entity Status claimed - subtract 50% of Total Claim Amendment Fee					
<b>TOTAL ADDITIONAL CLAIM FEE DUE FOR THIS AMENDMENT</b>					
\$ 0.00					

- A check in the amount of \_\_\_\_\_ is enclosed for the fee due.
- Charge \_\_\_\_\_ to Deposit Account No. 02-4800.
- Charge \_\_\_\_\_ to credit card. Form PTO-2038 is attached.

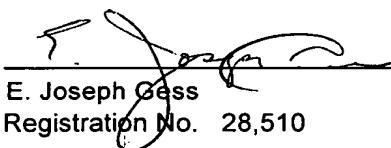
The Director is hereby authorized to charge any appropriate fees under 37 C.F.R. §§ 1.16, 1.17, 1.20(d) and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 02-4800. This paper is submitted in duplicate.

Respectfully submitted,

BUCHANAN INGERSOLL PC

P.O. Box 1404  
Alexandria, Virginia 22313-1404  
(703) 836-6620

Date: February 28, 2006

By   
E. Joseph Gess  
Registration No. 28,510

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

O I P E I A P / 4  
FEB 28 2006  
P A T E N T & T R A D E M A R K O F F I C E

In re Patent Application of )  
Thomas Howard Bateman et al. ) Group Art Unit: 2116  
Application No.:10/663,740 ) Examiner: Stefan Stoynov  
Filed: September 17, 2003 ) Confirmation No.: 2659  
For: METHOD AND SYSTEM FOR )  
COORDINATING DATA AND )  
VOICE COMMUNICATIONS VIA )  
CUSTOMER CONTACT CHANNEL )  
CHANGING SYSTEM )

**INTERVIEW SUMMARY**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Applicant's undersigned representative wishes to acknowledge the telephone interview conducted on January 20, 2006 with Examiner Stoynov. The Examiner had graciously contacted Applicant's representative to inform him of a double patenting issue regarding the remaining claims, i.e., (claims 37-39) pending in the present application. The Examiner noted that a Terminal Disclaimer with regard to U.S. Patent No. 6,668,286 would overcome the double patenting issue, and that upon filing the Terminal Disclaimer the present application would be placed in condition for Allowance. Applicant's representative acknowledged the indication by the Examiner, and agreed to attend to providing such a Terminal Disclaimer upon conferring with the Assignee.

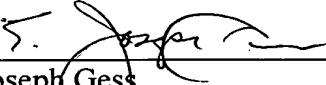
If, upon further consideration, any concerns or issues remain unresolved, the Examiner is respectfully requested to contact the undersigned so that such issues can be most expeditiously resolved.

If there are any questions concerning this paper, or the application in general,  
Applicants invite the Examiner to telephone the undersigned at his earliest convenience.

Respectfully submitted,

BUCHANAN INGERSOLL PC

Date: February 28, 2006

By:   
E. Joseph Gess  
Registration No. 28,510

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